

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

April 9, 2012  
9:00 – 10:15 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:45	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:45 – 9:55	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:55 – 10:05	Clinical Issues – OMD Report	C. Eisen
V	10:05 – 10:10	PRO	S. Guerrero R. Jibri
VI	10:10 – 10:15	APS/CAEQRO – Site Review April 16, - April 19, 2012	M. Drinan
		Announcement: QI Evaluation Report 2011 and QI Work Plan 2012	

Next Meeting  
May 14, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>April 9, 2012</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Timothy Beyer, Ph.D.</b>	<b>End Time:</b>	<b>10:00 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alan Lert; Carol Eisen; Cassandra Peterson; Debi Berzon Leitelt; Don Gonzales; Doris Benosa; Gassia Ekizian; Emilia Ramos; Jessica Wilkins; Kia Hayes; Kimber Salvaggio; Kimberly Spears; Leticia Ximenez; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Marcy Pullard; Melody Taylor Stark; Michelle Rittel; Misty Aronoff; Monika Johnson; Moses Adegbola; Sandra Chang Ptasiński; Sylvia Guerrero; Timothy Beyer; Vandana Joshi		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Ann Lee; Greg Tchakmakjian; Angela Kahn; Fang Xie; Julie Agojo; Julie Valdez; Kari Thompson; Kimberly Floyd-Vanvelzen; Kumar Menon; Leah Carroll; Leslie Shrager; Mary Ann O'Donnell; Michelle Chiappone; Nina Johnson; Sam Keo		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	T. Beyer
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> Liaison to present on Wrap-up around.	Next meeting: May 1, 2012	D. Berzon-Leitelt
	<b>SA 2 Adult:</b> Members reviewed requirements for EQRO Site Review.	Next meeting: May 17, 2012	K. Salvaggio
	<b>SA 2 Children:</b> Dark last month.	Next meeting: April 19, 2012	M. Rittel
	<b>SA 3:</b> Members reviewed previous information received from QA/QI.	Next meeting: April 18, 2012	M. Taylor
	<b>SA 4:</b> Members reviewed previous information received from QA/QI. Sylvia Guerrero presented on HIPAA Complaints.	Next meeting: April 17, 2012	L. Ximenez
	<b>SA 5:</b> Linda Boyd presented on Emergency Response Protocol. Dr. Beyer presented on ACCESS Test Call Report. SA 5 continues to prepare for the upcoming EQRO site review scheduled for April.	Next meeting: May 1, 2012	M. Johnson
	<b>SA 6:</b> There were discussions on 5010 Implementation. Change of Provider Request was discussed as well.	Next meeting: April 26, 2012	K. Spears
	<b>SA 7:</b> Dark last month.	Next meeting: April 10, 2012	L. Ayala C. Peterson
	<b>SA 8:</b> Continue to work on kiosk project.	Next meeting: April 18, 2012	M. Aronoff

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Countywide Children's	Dark in March.	Next meeting: May 10, 2012	L. Harvey
Cultural Competency Committee	Continue to focus on reviewing Bilingual Bonus Policy & Procedure. Cultural Competency Committee members suggested some recommendations. Dennis Murata, Deputy Director will review and approve policy before it's forwarded to the Compliance Bureau.	Next meeting: April 11, 2012. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 p.m.	S. Chang Ptasinski
Clinical Issues OMD Report	Dr. Eisen provided an update on Policy and Procedures. County Council is reviewing the Management of Aggressive Client Behavior Policy. The Consultation Parameters are still in process.	The Consultation Parameters are still in process.	C. Eisen
PRO	Continue to provide trainings at Service Area QICs on HIPAA Complaints and Notice of Actions. PRO is partnering with Helena Ditko, from Family Advocate Office on developing a program on referral sheet.		S. Guerrero
APS/CAEQRO	CAEQRO Site Review will be April 16, - April 19, 2012. QIC members are invited to attend the opening session on April 16, at 10:00 – 12:00 noon.	Dr. Beyer reminded QIC members to participate in the session for Key QIC Members Group Interview on Thursday April 19, 2012 at 10:30 am – 12:00 Noon.	T. Beyer
QI Evaluation Report and QI Work Plan 2012	QI Evaluation Report 2011 and QI Work Plan 2012 is completed. Waiting on PSB Deputy Director for approval to be posted on the website.	QI Evaluation Report 2011 and Work Plan 2012 to be posted soon.	T. Beyer

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Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
Handouts	None		
Announcement			
Next Meeting	May 14, 2012 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 <sup>nd</sup> Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MNS, CNS